



Employee Attendance Guidelines



Introduction

Objective

To ensure all employees are familiar with Royal American Companies' (RA's) guidelines related to attendance.

Overview

This document describes the Corporate attendance guidelines. Employees' regular work hours are from 8:00 a.m. to 5:00 p.m., unless otherwise required by departmental/ affiliate company schedules. Departmental/ affiliate specific attendance guidelines are addendums to, and supersede the Corporate attendance guidelines. The Company retains the right to change the attendance guideline at any time.

Process Overview

Employee Responsibilities

Every employee of RA Companies is expected to be punctual and regular in attendance. Any tardiness or absence disrupts the workflow and burdens customers, coworkers, and/ or your supervisor. When you are absent, your workload must be performed by others, just as you must assume the workload of others who are absent.

Employees are expected to report to work:

- As scheduled
- On time
- Prepared to start work

Employees are expected to remain at work for their entire work schedule, except during approved time off or Company business. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be minimized. Non-exempt employees must *personally* clock in from approved onsite computers/ time clock devices. Employees are prohibited from the following: sharing passwords or access to Human Resources or timekeeping system/ hardware, and/ or clocking in a coworker in the timekeeping system/ on hardware devices, clocking in from an unapproved computer or mobile device (personal mobile device).

Absences

Unless management determines that there are extenuating circumstances, or the employee has approved time off, the employee must call in and speak to their supervisor before, or at the beginning of their shift start, to advise of a tardy or absence occurrence. This applies to any day in which the employee is scheduled but is unable to report to work, will report tardy to work, or tardy returns from meal periods and time off. Voice mail call in from an employee will not be considered sufficient notice under this guideline. If you report to work after your scheduled start time, or leave before your scheduled shift end without prior approval, you will incur an occurrence for that day in accordance with the attendance matrix. An occurrence of a "no call/ no show" will be recorded in your employee file as a final disciplinary action for attendance. More than one occurrence of a "no call/ no show", without proof of an emergency situation, may result in termination of employment. If you fail to report to work for three consecutive scheduled workdays without daily notification to your manager, you will be considered to have "abandoned" your job, and voluntarily resigned your employment without notice.

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Permitted Shift and Schedule Changes

Employees must contact their direct supervisor or Manager on Duty (MOD) and gain approval prior to (24+ hour notice required) changing/ swapping shifts/ schedules. Employees that are unable to report for their scheduled shift and do not contact their supervisor or MOD are in violation of the Company's no call/ no show absence policy above, and are subject to disciplinary action up to and including termination of employment. Unscheduled absences (less than 24-hour notice for any reason) associated with approved or unapproved shift/ schedule changes are subject to disciplinary action per the attendance matrix below.

With the exception of urgent needs or emergency appointments (doctor, dentist, etc.), one or two-day time off requests must be scheduled and approved by the supervisor **at least one (1) full business day (24 hours)** in advance. Any time off requested with less than a one (1) full business day (24 hour) notice will be considered unscheduled time off, resulting in an attendance occurrence. Due to business needs, appointments should not usually be scheduled during departmental deadline periods, or between 10:00 a.m. To 3:30 p.m. On any day, with the exception of scheduled meal periods.

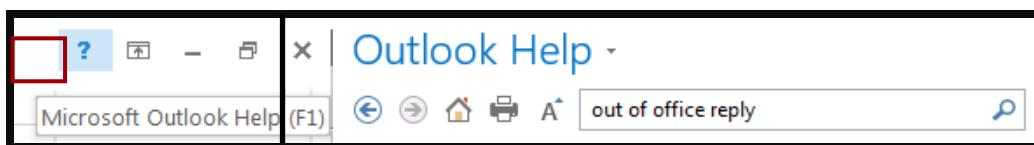
Requests for three or more days off should be scheduled **at least one month** in advance to allow for departmental workflow planning. Without proper notice, pto time may not be approved. Time off requests will be approved based employee accrued leave balance and department coverage/ business needs.

It is the employee's responsibility to ensure proper approval of time off. Employees must not assume time off has been approved. They must follow up with their supervisor/ manager and obtain prior approval of leave requests submitted for the pay period in which they are applicable.

Out-of-Office Requirements

When a Corporate employee is out of the office, and unable to respond to phone calls and/ or e-mails, they are required to place an out-of-office message on both the phone and e-mail systems. The away message should include dates/ times when they will be unable to check messages, an expected return date/ time, if known, and an alternate RA contact in case of immediate needs. The RA e-mail system will also allow the employee to set up two different away messages, one for internal RA contacts, and a different message for outside responses.

For additional information on how to set up e-mail out-of-office messages, please refer to the "Help" function in Microsoft Outlook, at the top right of the screen. Just click the question mark and type in "out of office reply" in the search box, then click the magnifying glass to search for help.



If the employee does not have access to their Outlook e-mail to update their out-of-office greeting, and they are unable to respond to e-mails for more than one business day, they should contact the IT Helpdesk or their supervisor can open an IT ticket to place an out-of-office message on their e-mail account with the above information.

The voice-mail system can be remotely accessed and phone greetings changed by calling your extension, pressing *7 during the greeting, and then following the prompts. If the employee is unable to change their voice mail greeting, their supervisor can open an IT ticket to place an out-of-office message on their voice mail account with the above information.



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Absences, Tardiness, Missed Punches, and PTO Recordkeeping

Attendance Matrix – For Six-Month Rolling Period

Absences	OR	Tardy or Leave Early	Disciplinary Action Guideline
6 th occurrence	or	12 th occurrence	Coaching in personnel file
7 th occurrence	or	14 th occurrence	Verbal Warning
8 th occurrence	or	16 th occurrence	Written Warning
9 th occurrence	or	18 th occurrence	Final Warning
10 th occurrence	or	20 th occurrence	Termination of Employment

The matrix should be followed in most cases. Although there is no grace period for unscheduled tardiness or leave early occurrences, management reserves the right of discretion in administering this guideline in a consistent and fair manner based on business needs.

Employees should be at their workstations/ sites and ready for work at their scheduled times. **Unscheduled or unapproved absenteeism, tardiness, or leave early instances will not be tolerated. Managers have the discretion to consider an employee to have excessive absenteeism with fewer occurrences than noted in the matrix if the employee works a limited or part time schedule.**

After an employee has completed their 90-day probationary period, excessive absenteeism is defined as six (6) absence occurrences in a six-month rolling period. An absence occurrence is defined as absences alone or a combination of absences, tardiness, and leave early occurrences. Occurrences expire six (6) months from the date of the incident.

Termination of employment can result for employees who remain in the attendance disciplinary process in excess of any six-month rolling period. During an employee’s first 90 days of employment, employment may be terminated for excessive absenteeism with as few as two (2) occurrences (combining tardiness, absences, or leave early occurrences).

Absence and Occurrence Count and Doctor’s Notes and Releases

A full one (1) absence occurrence is defined as more than four (4) hours of unscheduled or unapproved time off. One-half (0.5) occurrence is defined as four (4) hours or less of unscheduled or unapproved time off, tardiness, or leave early occurrences.

Employees must contact Human Resources and provide a return to work status for any absence of three (3) or more consecutive workdays. Supervisors **MUST promptly** report repeated or intermittent leave or absences of three (3) or more days to Human Resources. These absences may qualify under the Family Medical Leave Act (FMLA).

Employees must provide Human Resources with a doctor’s release before they may return to work for non-FMLA related absences due to illness of three (3) or more days.

Employees that do not provide a doctor’s/ care note for absences due to non-FMLA illness of three (3) or more days will have all days considered as individual occurrences and count separately toward absence occurrence total for disciplinary actions.

To ensure the safety of our employees, employees that are hospitalized, or seek emergency or treatment facility medical treatment for any reason (FMLA or non-FMLA), may be required to provide Human Resources with a fit-for-duty work release form before they will be allowed to return to work. The work release must note a full or restricted duty, whether the employee poses a direct threat to themselves or others due to a medical condition, and the release to work date. Fit-for-duty work release forms are located online or through Human Resources.



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Tardiness

Tardiness is defined as reporting late to your workstation/ worksite and not ready for work at scheduled shift starts, or reporting late upon returns from scheduled breaks and meal periods.

One occurrence of tardiness (4 hours or less) is equal to one-half (0.5) absence occurrence. Two occurrences of tardiness are equal to one (1) absence occurrence. Taking unscheduled breaks or meal periods requires permission from the employee's supervisor.

Leaving Work During Scheduled Work Hours

Time off for unexpected personal reasons other than emergencies, illness, and urgent need doctor or dentist appointments must be scheduled and approved by the manager at least one full business day (24 hours) in advance.

Leaving work early, before your scheduled shift end, with four (4) hours or less remaining in your scheduled work day, will equal one-half (0.5) absence occurrence. Leaving work early with more than four (4) hours remaining in your scheduled workday will equal one (1) absence occurrence.

Permission to Leave During Work Hours

An employee must obtain permission from their supervisor to leave his/ her department or the RA premises/ worksite during working hours, with exception of scheduled break and meal periods. Non-Exempt employees who leave the premises/ worksite for personal business, or business that is not part of his/ her job, must indicate departure and return time in the timekeeping system.

Missed Punches and PTO Recordkeeping

Non-exempt employees are expected to clock in/ out of the timekeeping system at the start of their shift, for meal periods, absences from their regular workday for scheduled or unscheduled time off, and at the end of their shift. If the employee is unable to clock in/ out or fails to clock in/ out as required, they must notify their supervisor of any system issues or failure to clock in/ out, and request the supervisor manually enter their punch. System issues should be reported to the IT department or the timekeeping system administrator. **More than five (5) missed punches in a calendar month will be considered excessive and may result in disciplinary action.**

PTO requests must be entered and approved in the timekeeping system by employees/ managers (respectively) in the pay period in which they occur.

Family Medical Leave Act (FMLA)

Employees must advise their manager at the time they notify them of an absence if the absence is FMLA related (usually intermittent FMLA leave absences). If notification of an FMLA absence is not given at the time of the initial notification, the absence will be counted against the employee's attendance record. When proper notice is given as stated above, absences due to illnesses or injuries which qualify under FMLA will not be counted against an employee's attendance record. Medical documentation within the guidelines of the FMLA may be required in these instances. Managers should contact Human Resources to determine if an employee may be eligible for FMLA leave.

Disciplinary Actions

Management will decide which disciplinary actions may be taken, up to and including termination of employment for violation of the attendance guidelines.